Community Resource Centers Overview and Update

Presented to the Mecklenburg

Board of County Commissioners

January 26, 2018

➢ **BMC2U** facilities master plan is to provide customer centric service locations directly targeting the needs of individual communities and populations

What are Community Resource Centers (CRCs) ?

➢ **CRCs** are bringing together community focused services, including a centralized and integrated HHS program

OUR PROMISE

Strengthen Individuals & Families

Ensure the basic needs of individuals and families are met and they have the resources to achieve greater economic independence and thrive.

Promote Health & Wellness

Improve individual and family wellness, and support physical, mental, and emotional health through education and practice.

Build Community

Cultivate opportunities for individuals, families, and communities to connect and partner with essential services, advancing a safe and high quality of life.

GUIDING PRINCIPLES

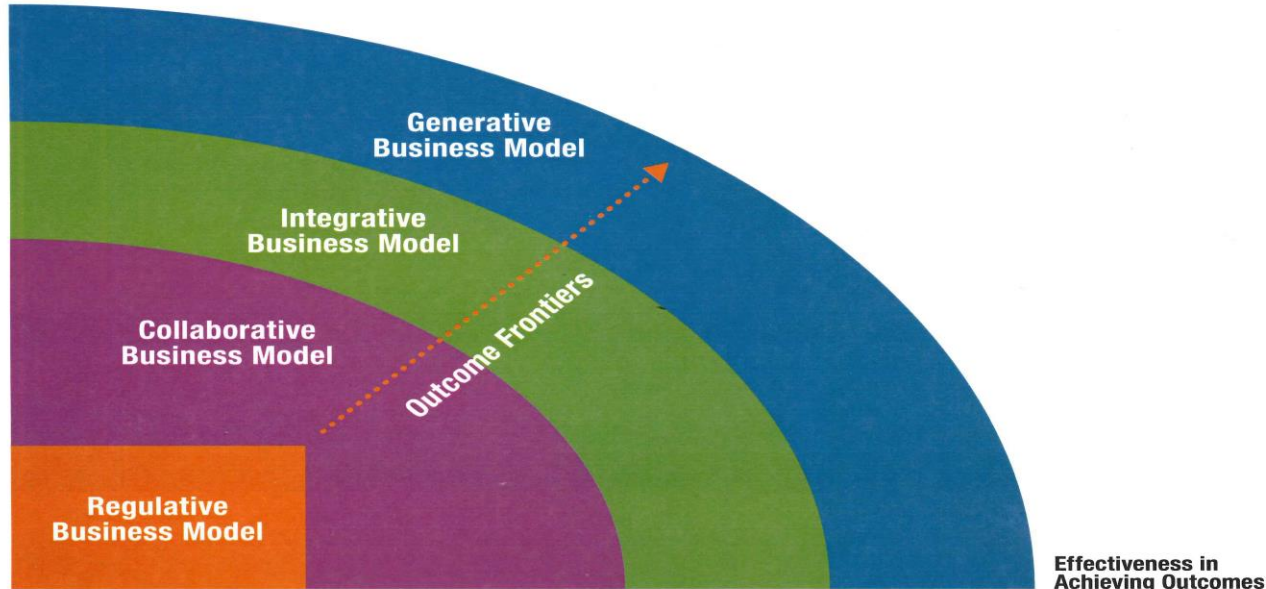**Strengthen Individuals & Families, Promote Health & Wellness, Build Community**

Strategic Approach
- Customer Focused
- Shared Goals
- Integrated Solutions
- Evidence Informed Practice
- Effective Communication

Customer Experience
- Welcoming Environment
- Customer Centered
- Easy Access to Services
- Service & Program Expertise

Collaborative Partnerships
- Address Service Gaps
- Alignment of Resources
- Commitment to Community
- Improved Access to Partner Services

Employee Experience
- New and Inviting Workspace
- Collaborative Work Environment
- Enhanced Security
- Training and Support
- Shared Vision

Social Determinants

Biggest Ecosystem Enablers

Service Delivery Model

The Human Services Value Curve

Efficiency in Achieving Outcomes

Generative Business Model

Integrative Business Model

Collaborative Business Model

Outcome Frontiers

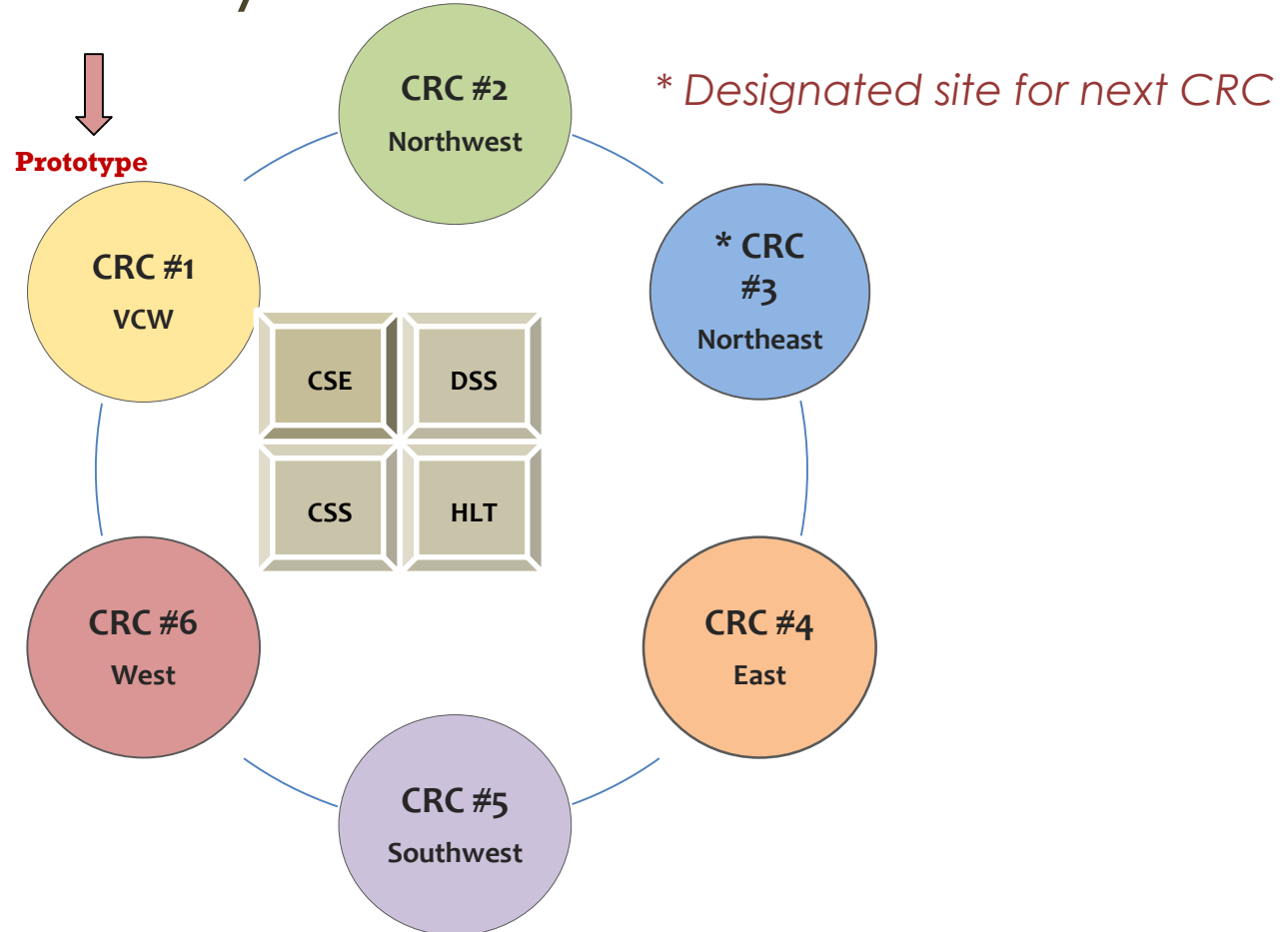Regulative Business Model

Effectiveness in Achieving Outcomes

©Leadership for a Networked World. 2011.

Antonio M. Oftelie. The Pursuit of Outcomes: Leadership Lessons and Insights on Transforming Human Services: A Report from the 2011 Human Services Summit on the Campus of Harvard University. Leadership for a Networked World. 2011.

Community Resource Centers

* Designated site for next CRC

Prototype

CRC #2
Northwest

CRC #1
VCW

* CRC #3
Northeast

CSE | DSS
CSS | HLT

CRC #6
West

CRC #4
East

CRC #5
Southwest

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Services in the Prototype CRC at VCW

CSE
Child Support Enforcement

CSS
Veterans Services

DSS
Emergency Community Services

Food & Nutrition Services

Medicaid

Work First

PH
Women, Infants & Children's (WIC) Services

Care Coordination for Children (CC4C)

Pregnancy Care Management

Immunization Services

CRC
Program Development

CRC Program Development

Community Engagement

- Conducted Roadshows with:
  - Neighborhood Leaders
  - Faith Community
  - Non-profit Organizations
  - Civic Groups & Business Leaders

Policies & Governance

- Documented policy, reviewed with Legal team & HHS Leadership
- Developed Governance Charter to drive roles, responsibilities and relationships of HHS Leadership

Staffing for CRC Prototype

- Identified positions needed for relocation, created & filled new leadership positions, developed training plans for staff

Facility Design & Construction

- Continue to work with AFM on design and components for the CRC

CRC Program Development

Workflow/Process Design

- Workflow processes developed
- Created a Service Evaluation Tool to assist Residents in locating County Programs

Multiple Service Channels

- Created plans for easy access to service created to streamline web presence for HHS services

Business/System Architecture

- Developed CRC Technology vision
- Assisting ITS with solution design

Change Management

- Working with Learning & Development to provide Change Management training and assistance to staff

CRC Program Development

External Benchmarking

- Working with PI to communicate plans with our external stakeholders and community members

External Benchmarking

- Worked with SP&E to identify external County's with similar CRC projects for benchmarking
- Identified Best Practice strategies, methodologies & opportunities to leverage technology

Mailroom

- Developed CRC Technology vision
- Assisting ITS with solution design

Development of Additional CRC's

- The next Community Resource Center will be located at N. Tryon Street/Eastway Drive in Northeast Charlotte

Governance Model

Dena Diorio
Mecklenburg
County Manager

Health & Human Services
Anthony Trotman
Asst. County Manager

Public Health	Community Support Services	Community Resources	Social Services	Child Support Enforcement	Behavioral Health
Gibbie Harris Director	**Stacy Lowry** Director	**Rodney Adams** Director	**Peggy Eagan** Director	**Joan Kennedy** Director	**Dennis Knasel** Div. Director

Community Resources
Yulonda D. Griffin
Asst. Director

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Service Evaluation Tool

Service Evaluation Tool Overview

- The service evaluation tool (SET)

  - Allows customers to answer a set of concise and comprehensive questions, which results in a personalized overview of information and descriptions of Health & Human Services (H&HS) they may be potentially eligible for

    Accessible online via computer or mobile device
    May access tool offsite
    (home, library, via community partner, etc.)

    May access tool onsite of any point during visit
    (with no navigator, computer lab, etc.)

- The service evaluation tool is:

  - Optional
  - Anonymous
  - Flexible to changing service policies
  - May be completed at multiple points in the process

Service Evaluation Tool Overview

https://www.youtube.com/watch?v=YFuVYvZyetU&feature=youtu.be

https://www.youtube.com/watch?v=_49WUXzZEmg&feature=youtu.be

CRC Customer Experience

Customer Experience

Facility and Workflow Goals

- No Lines
- Personal Greeting
- Open and Friendly Environment
- Electronic Check-In
- Expedited Process for Simple Transactions
- Cross Service Coordination
- Access to Partner Agencies

CRC Prototype Design

Technology

Welcome to the Mecklenburg County Community Resource Center

Please select the primary reason for your visit today.

| Make a Payment | Drop-off Documents | Pick-up EBT Card |

Do you have an appointment? Yes   Do you need an interpreter? No

| Food & Nutrition Service (SNAP) | Women, Infants & Children (WIC) | Child Support Enforcement | Medicaid |

| Immunizations | Veteran Services | Work First | Family Planning |

| Other | Program Integrity (Fraud) | Substance Abuse (QPSA) | Hearing |

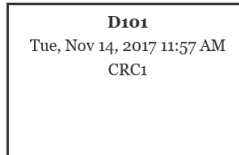These options are only displayed when you select yes for do you have an appointment above in Kiosk.
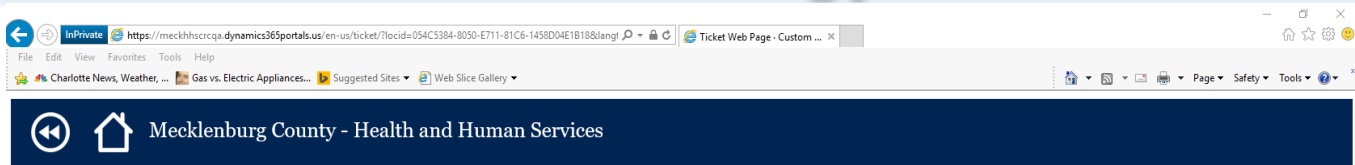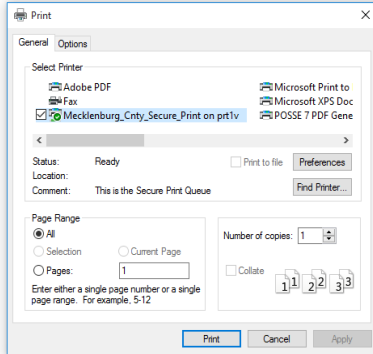
Technology

Technology

Mecklenburg County - Health and Human Services

Would you like to receive a text notification when your ticket is called for service?

Please note that by entering your Mobile # below you authorize Mecklenburg County to deliver text messages using an automatic messaging system. Entering your Mobile # is NOT required to receive services at this Community Resource Center. Msg & Data rates may apply.

☐ **Notify me using SMS**

Mobile Phone #

Next

**Rendering - Healthy Vending Cafe
with Health Neighborhood in back**

Interview Neighborhood

Rendering - Ashley Wing Entry Plaza

Questions